

Nancy Johnson



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Improving and Simplifying 1-800-MEDICARE

Johnson: Seniors Benefit from One-Stop-Shopping Hotline

WASHINGTON, D.C. – The 24-hours-a-day, toll-free Medicare hotline underwent improvements this week that will streamline and simplify service for seniors in Connecticut, Congresswoman Nancy Johnson said today.

“Every Medicare question can now be answered by calling 1-800-MEDICARE,” Johnson said. “Whether it’s answering questions about your Medicare coverage or getting a discount card to save money on your prescriptions, seniors will benefit from the new and improved 1-800-MEDICARE hotline.”

The Medicare law passed last year requires the Centers for Medicare and Medicaid Services to utilize a single 1-800-MEDICARE toll-free number as a centralized contact for all types of beneficiary inquiries. That work was completed last week.

The hotline’s call volume has skyrocketed this year because of interest in the Medicare-approved drug discount cards, which independent studies say save seniors up to 60 percent off the cost of their drugs. Johnson encouraged seniors to call 1-800-MEDICARE to find the one card that will save them the most money.

Using 1-800-MEDICARE as the initial contact point for beneficiaries will provide them with an opportunity to obtain answers to all types of Medicare questions, get claims information, and order Medicare publications through one single number. These services under the 1-800-MEDICARE toll free system are available 24 hours/seven days a week in English, Spanish and TDD.

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